

92-263

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into tomorrow.

ORIGINAL
FILE



TCI Cablevision of Texas, Inc.

Dec 21 3 22 PM '92

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DEC 18 1992

December 14, 1992

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DEC 23 1992

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

FCC - MAIL ROOM

Harry L. Brady, Jr.
4040 N. Hall Street - 209A
Dallas, Tx 75219

Dear Mr. Brady:

Thank you for taking time to talk with me today. I am certainly sorry that your experience with us to date has been less than satisfactory.

I am glad that we were able to reach some satisfactory solutions to your problems. I am going to have someone pickup our remote control on Friday, December 18th. If for some reason you have not been able to purchase your universal remote by then, just give me a call and I will reschedule a time to pick up the remote. Since no one had offered you the option of the universal remote, I have credited your account \$15.00 for the remote charges from installation to present (9/17 - 12/30). I also credited your account for the administrative charges (\$4.00 for November and December). In total, I have credited your account \$20.00.

Mr. Brady, your cable charges are billed in advance. You receive your bill around the first of each month for that month's service. You mentioned in your letter that you receive your check on the 3rd of each month. You will have until the 16th of each month to pay before an administrative fee is assessed on your account. You felt this was before we had "earned our money". We are in the entertainment business. We are not a utility like gas, water or electric. When you attend a sporting event, concert, or even a movie, you pay for your ticket in advance. If for some reason you do not receive all or part of the service for the entire month, we will gladly refund the unused portion of your money.

In your letter you also had some complaints about the programming content on certain channels. We do not control the actual content of each channel. We pay them for the rights to carry their individual service on our cable system for our subscribers viewing. If you would like, I can provide you with names and addresses of each channel, so that you may make them aware of your concerns.

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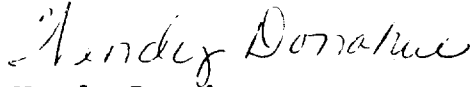
1565 Chenault St.
Suite 100
Dallas, Texas 75228-5499

Post Office Box 28068
Dallas, Texas 75228-0068
OFF: (214) 320-7565
FAX: (214) 320-7559

An Equal Opportunity Employer

Again, let me apologize for any inconvenience that we may have caused you. I hope I was able to clear up the confusion and answer all your questions. You are a valuable subscriber and we appreciate your opinion. If I can be of any further help, please do not hesitate to give me a call.

Sincerely,



Wendy Donahue
State Business Manager

cc: Steve Crawford - Area and General Manager/TCI-Dallas
Dan Murrell - Vice President State Manager - TCI-Texas
Scott Hiigel - Division Vice President - TCI Central
Federal Communications Commission, Washington, D.C.
Senator Phil Gramm, Washington, D.C.
Senator Lloyd Bentsen, Washington, D.C.
Representative John Bryant, Washington, D.C.
The Honorable Steve Bartlett, Mayor, City of Dallas

ember 7, 1992

RECEIVED**DEC 18 1992****DEC 23 1992****FCC - MAIL ROOM**

TCI Cablevision of Dallas, Inc.
1565 Chenault Street
Dallas, Texas 75228-5499

Re: Harry L. Brady, Jr. 339486 - 3 8

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

Gentlemen:

I have attached your notice your intention to cut off my service effective 12/9/92 for non-payment of bill. There's not much I can do about that, but I would hope you will read this letter as well as those of whom I am sending a copy of this letter.

TIME OF PAYMENT

I subscribed to your service 9/16/92 based on your advertised price of 22.75 plus installation. At that time I paid the amount plus installation. To get the account into your system, you billed me twice in October and sent me a past due notice of cutoff on the earliest bill. I paid the earliest bill 11/3/92. I received another bill in November which is for December. I paid the November bill 12/3/92. You can set any due date you want and set any late charge you want but as a social security recipient, it makes no difference when the government sends out our checks, it is clearly marked on the envelope not to deliver until the 3rd of the month.

LATE CHARGES

You assess the late charges 15 days before the end of the month (and 15 days before you have earned your money). That's fine, but I ain't paying it.

HARDWARE CHARGES

You began charging me 3.95 per month for the remote control unit. There was nothing said in your advertising program or on my initial contract that there was any charge for this unit. You hook up a 'mickey mouse' unit that has no channel selector or volume control and the only way you can operate the damn thing is with a remote control unit. Even the most inexpensive television sets, VCR's and stereo players now throw that in at no additional cost. They just don't cost that much anymore. You can buy your own telephone and I have paid as little as 12.95 so you don't have to pay the telco's charges. Why don't you. Well, that's also fine, but I ain't paying it.

CABLE PROGRAMS


Programming has deteriorated to the point that paid advertising and religious programs now occupy from 5 & 6 to 10 and yes, even 20 hours per day. This virtually covers all cable programs with only A&E escaping this 'crap' and even USA on XBasic has up to 5 1/2 hour programming per day. You need only to pick up the daily newspaper to see just how far this deterioration has gone. Yet, you charge me nearly 31.00 per month for cable. Just a few years ago, 1987-88 it was only about 13.00 per month which is a 250% increase in just some 4 to 5 years.

At the recent congressional hearings, it was stated that 10.00 a month was probably a more justified rate. I don't know about that, but I, as John Q. Public am taking a 'screwing.'

As a social security recipient of 522.00 per month plus food stamps, I don't have 31.00 per month for the service that cable now offers. It is of particular concern to me that I will be unable to watch CNN and C-Span with an occasional A&E for Time Machine, Biography, David L. Wolper, etc. There are at least 5 other retirees in this apartment complex who no longer enjoy cable because of your rates and I wasn't too smart to subscribe I guess. I can't afford you.

THE END RESULT

As a social security recipient, I cannot now afford cable. At the rates you now charge for the service you render, I, in my lifetime will never be able to afford cable television until your rates are brought under control. Perhaps on the horizon there will be an alternative to companies such as yours and I can once again enjoy CNN and C-Span. To be denied those channels is unforgiveable and only congress can do anything about it. I will not pay for the remote unit and I will not pay the late charge and I will go to Hell before I will pay 40.00 reconnect charge. Now you do what you want. When congress reregulated you, the damage had been done. What a mistake it was to deregulate you to begin with. You state that because of the new regulation rules, we will have to pay more for cable. Heaven help the public.



Harry L. Brady, Jr.
4040 N. Hall Street - 209A
Dallas, Texas 75219
(214) 521-3379

cc: TCI Central, Inc. - Denver, Colorado
Federal Communications Commission, Washington D.C.
Senator Phil Gramm, Washington, D.C.
Senator Lloyd Bentsen, Washington, D.C.
Representative John Bryant, Washington, D.C.
The Mayor, City of Dallas (For distribution to proper authority)